

## VICCS Management Consulting Services

*20 years of Global Trade Development, Business Solutions & Technology Services*

### Overview

- London HQ for International Projects
- Member of Defense & Security Council of London Chamber of Commerce
- Sourcing from Locale
- Translators & Language Capabilities

### Key Capabilities

#### Sectoral Specific

- Policy/Governance
- Banking Systems
- Education
- Energy & Green Initiatives
- Agriculture, Food Products & Safety
- Trade
- Judicial System
- Public Financial Management
- Customs
- Health & Wellness
- Taxation
- Drugs and Enforcement
- Policing, Defense & Security
- Economic Stabilization and Recovery

#### Trade Efficiency Infrastructure: Electronic Trading using Advanced Technology

- Global Trade Guidelines
- Industry & Importing
- Trade Facilitation
- Carriers - Transportation
- Electronic Funds Transfer
- Policy/Rehabilitation

#### Customs

- Automated Customs Operations System
- Manifest Module
  - Declaration Module
  - Accounting Module
  - Tariff
  - Transit Shed
  - Customs Audit
  - Statistical Analysis

#### Public Financial Management

- Automated Expenditure System
- Budget planning, preparation, execution, and control modules
- Linking policy, planning, budgeting and expenditure reporting
- 5-10 year Revenue & Expenditures Forecast (macro analysis and modeling)
- Prioritization of resource allocations
- Set up Monitoring, Indexes and indicators for Economy & Budget

#### Gov't E-Solutions: Technology Application

- Revenue Enhancement & Public Service Delivery Improvement
- Feasibility, Policy & Infrastructure Development Study & Implementation
  - Business Process Re-Engineering
  - Financial Audit Systems
  - Student Registration
  - Car Registration & Inspection
  - Land Management & Registration
  - Commercial License Delivery
  - Passport Services

#### E-Government: Information Kiosk

- One-stop shop for Government Services
- Muslim Youth & Women Empowerment
  - Public Outreach
  - Emergency Management
  - Muslim Understanding at Grass-Root, Business and Global Levels Outreach
  - Export and Import
  - Women's Health & Entrepreneurship
  - Global Health & Trends
  - Human Rights

#### Social Entrepreneurship: E-Information Kiosks & Programs

- Youth Educational Programs
- Social Innovation
- Civic Partnership
- Cultural-Interfaith Exchange Centers
- Energy & Green Initiative
- Youth Entrepreneurship Programs
- Humanitarian & Relief Operations
- Empowerment of Women Entrepreneurs
- Chamber of Commerce
- Industry Trade Symposiums
- Internship, Education Program
- Product Training & Mentoring
- Consumer Markets

VICCS provides expertly conceived & professionally executed services to meet the complex demands of today's world. We introduce and integrate innovative technologies to enhance program outcome and provide solutions that fit each customer & situation. We bring strategic communications, engage & inspire hard-to-reach populations & utilize "best practices" to accomplish the mission. We then monitor, assess & disseminate program results to sustain the transformational development.

### What we do:

**Advice**—We help analyze the challenges clients face & develop appropriate response. Our advisory & management consulting services include market assessments, policy analysis, strategy and concept development, change management strategy and program design

**Implement**—We implement & manage technological, organizational and management solutions, often based on the results of our advisory services & team partner. Our implementation services include IT solutions, project & program management, strategic communications and training.

**Improve**—We help clients increase the efficiency & effectiveness of their programs through program evaluation, business process reengineering improvement initiatives, performance management, benchmarking & ROI analyses.

Our approach brings three major components:

- **Passion**—Passionate commitment to our work & to help our clients achieve their objectives.
- **Analytics**—We bring together behavioral & cultural expertise, including deep program and industry knowledge, with world-class technology solutions.
- **Results**—We support our clients from inception to completion, from research & analysis through implementation & improvement, helping our clients achieve compelling results.



## VICCS PAST PERFORMANCES



❑ **USAID Armenia with IBM for Banking Reform (Agency for International Development):** VICCS provided experts for development of a fully-functioning and modern financial market in Armenia. Feasibility analysis for the creation of stock market incubator; analyzing activities of participants of financial markets. Provided key methodology development and change management advice on the requirements, challenges, and safeguards. Conducted interviews and meetings with market participants, Ministry of Finance and Economy, SC, Armex, Central Bank; recommendations on organization of bond exchange trading; drafting concept paper. Assisted clients with developing and implementing business strategy; preparation of business plans and feasibility studies. Advised companies seeking for capital on optimal ways to attract investments, conducting due diligence. Reviewing concepts of feasibility to issue municipal & corporate bonds and registration process with Securities Commission.



❑ **United Arab Emirates: ADNOC Financial Systems –** Implementation support of Oracle financials for Abu Dhabi National Oil Corporation. Participated in the design and development of the financial systems for garbage collection of petrochemical matters for bid to eastern bloc countries for further refinements.



❑ **World Bank Group: Technical Assistance for a VSAT Network in Zimbabwe –** Conducted marketing study/demand analysis, technology transfer, and 2-day workshop on VSAT networks. Identified technical options for a national telecommunications sector in decline. Drafted business plan, tender specifications, and evaluation criteria to potentially expand availability, reliability, and services.



❑ **IDB/Definitional Mission for the Republic of Guyana –** Reviewed and made recommendations for national environmental policy and legislation on the request of the government of the Cooperative Republic of Guyana. This included strengthening Guyana's Legal Framework, preparing guidelines for environmental protection of mining and natural resources development, and formulating proposals for institutional strengthening.



❑ **WorldBank Group: Telecommunications and Information Systems Project in the Republic of Tunisia –** Identified a potential five-year plan to introduce a number of large government sponsored civil telecommunications projects at a critical turning point in the Tunisian tele-informatics market. An indigenous telecommunications and information systems sector capable of supporting growth in other sectors would create an opportunity for US firms to compete on a basis other than financing.



❑ **Kuwait Ministry of Interior –** Project development/feasibility study/management and cost for security assessment and modernization policy and automation in computer generated national security badge planning and implementation to include future ability of expansion to other ministries and government agencies outside Kuwait. This system issues picture ID cards with bar-codes and finger prints.



❑ **Government of Lebanon: National Information Policies –** Presented information infrastructure strategies, feasibility study/technical solution/management and cost for turnkey systems as subcontractor to World Bank's Lebanon

❑ **Land Registration & Cadastre: Revenue Enhancement Project –** Procuring geographical informational system with land registration application in order to process title registration, deed search, owner verification and proper & efficient tax collection.

❑ **Car & Vehicle Registration: Revenue Enhancement Project –** Research and visibility study into tariff/tax collections by integrating the customs & vehicle registration systems. Research the use of information technology to reform and modernize the motor vehicle administration registration & tax collection process.



❑ **US AID (Agency for International Development)/Booz Allen Hamilton –** Resources support, management and cost analysis for modernization of Eastern European countries in the areas of financial policy making, tax modernization effort, foreign and domestic investment legislation. Project required law and financial policy makers to overhaul financial/Banking systems and policies within these countries.



❑ **US AID: Jordan Rift Valley Telecommunications –** Feasibility study for deployment of high capacity optical fiber systems. These systems were utilized to connect the area to telecom networks in both Jordan and Israel, and via those networks to overseas submarine cables and other regional and international networks. This direct access has the potential to lower Jordan's international telecommunications service costs and create financial benefits for the network and country.

### International Clients

- UN: Lebanon
- Eastern Europe
- US AID: Jordan
- Kuwait Ministry of Interior
- Bahamas
- Guyana
- Philippines
- Armenia
- World Bank Group
- UNDP
- US AID
- Inter-American Development Bank
- Booz Allen
- Simens – Nixdorf

### Contact Us at VICCS, Inc.:

Sue Tuckley:  
+1.301.984.1355, Ext. 261  
SueTuckley@viccs.com  
www.viccs.com

11821 Parklawn Dr.  
Suite 224  
Rockville, MD 20852  
USA

